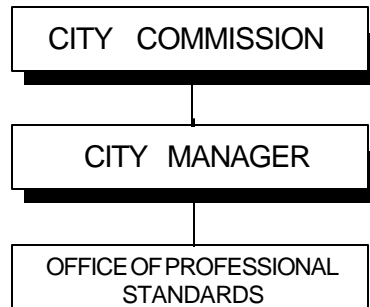


ORGANIZATION PLAN **OFFICE OF PROFESSIONAL STANDARDS**



TOTAL FULL - TIME EQUIVALENTS

	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>
DEPARTMENT	0	0	4
CITY TOTAL	2,631.55	2,696.7	2,667.5

	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>
DIR OF OPS	0	0	1
EQUAL OPPORT SPEC	0	0	1
EQUAL OPPORT ASST	0	0	0
ADMIN AIDE	0	0	1
OPS COORDINATOR	0	0	1

OFFICE OF PROFESSIONAL STANDARDS

MISSION

To promote equal employment opportunity, cultural diversity and sensitivity, and foster an environment in which all employees will feel valued and appreciated. Establish and implement standards of professionalism and fairness in the workplace. Assist the City Manager's Office and individual departments in their efforts to respond to the Employee Climate Survey and improve employee morale.

FY 2003/2004 GOALS, OBJECTIVES AND SELECTED PERFORMANCE MEASURES

	FY 2001/2002	FY 2002/2003	FY 2003/2004
Office of Professional Standards (OPS)	<u>Actuals</u>	<u>Estimated</u>	<u>Adopted</u>
Total Budget	N/A	N/A	\$488,669
Total FTE's	N/A	N/A	4

1. Goal: Promote equal employment opportunity, cultural diversity and sensitivity, and foster an environment in which all employees will feel valued and appreciated.

- Objectives:
- a. Develop and implement policies and procedures to supplement or replace those currently in effect, that will promote a workplace free from discrimination, harassment or other illegal or inappropriate conduct.
 - b. Monitor compliance with the City's equal opportunity employment guidelines and policies.
 - c. Consult and investigate on specific incidents or issues, as brought to the attention of OPS by employees.
 - d. Assist departments in developing and implementing programs and strategies to respond to issues raised in the 2002 Organizational Climate Survey.

2. Goal: Establish and implement standards of professionalism and fairness in the workplace.

- Objectives:
- a. Implement an internal Code of Professional Conduct by February 2004.
 - b. Educate and train employees regarding state ethics laws and the City's Code of Professional Conduct once implemented.

3. Goal: Assist the City Manager's Office and individual departments in their efforts to respond to the Employee Climate Survey and improve employee morale.

- Objectives:
- a. Serve as facilitator to resolve workplace conflicts as brought to the attention of OPS by supervisors and employees throughout the City.
 - b. Formalize a conflict resolution policy and program.
 - c. Inform employees and officials of the ongoing status of climate survey responses by the City and individual departments.

OFFICE OF PROFESSIONAL STANDARDS

<u>Selected Performance Measures*</u>	<u>FY 2001/2002 Actuals</u>	<u>FY 2002/2003 Estimated</u>	<u>FY 2003/2004 Target</u>
Workloads/Outputs:			
Code of Professional Conduct Development	N/A	1	N/A
Conduct Employee Workshops/Conflict Resolution Sessions	N/A	5	5
Inquiries/Consultations/Interventions	N/A	129	120
Develop Conflict Resolution Policy and Program	N/A	N/A	1
Conduct Ethics Training	N/A	N/A	10
Facilitate EEO Training and Education	N/A	N/A	10
Effectiveness:			
Development of Code of Professional Conduct/1 FTE	N/A	1	1
Employee Workshops/1 FTE	N/A	5	5
Inquiries/Consultations/Interventions/2 FTE's	N/A	64	60

*The City Commission authorized the Office of Professional Standards during FY 2001-2002.

FY 2002/2003 MAJOR ACCOMPLISHMENTS

The Office of Professional Standards officially began functioning in its new and expanded capacity during the 2002/2003 fiscal year. An effective and clear system of record-keeping and file maintenance was implemented to enable staff to track the progress of individual cases, as well as complaint trends in the workplace. Staffing was successfully completed in April after thorough recruitments. OPS moved its offices to its current location in April, increasing privacy and enabling OPS to better serve its expanded functions.

OPS worked on over 120 case files, which ranged in nature from simple inquiries, to complex investigations of complaints or requests for intervention. OPS developed a Code of Professional Conduct, which should be finalized for implementation during the first half of the 2003/2004 fiscal year. An Equal Employment Opportunity Plan was developed, and received approval from the Department of Justice for the purpose of receiving federal grants. OPS publicized its new, expanded mission through its appearance in City publications, the development of a brochure distributed to all City employees, speaking to new employees, and holding an Open House. The result of these efforts was employee utilization of OPS' services that steadily increased as the fiscal year progressed.

OFFICE OF PROFESSIONAL STANDARDS

	FY 2001/2002	FY 2002/2003	FY 2002/2003	FY 2003/2004
	Actual	Orig. Budget	Est. Actual	Adopted
		<u>General Fund</u>		
Expenditures				
Salaries & Wages	\$ -	-	-	\$275,168
Fringe Benefits	-	-	-	101,355
Services/Materials	-	-	-	108,728
Other Operating Expenses	-	-	-	3,418
Capital Outlay	-	-	-	-
<i>Total</i>	\$ <u>-</u>	<u>-</u>	<u>-</u>	<u>\$488,669</u>